

MYCOMPUTER CAREER

TRAINING FOR A BETTER LIFE

Cancellation and Refund Policies ~ All Campuses

ACCET

- a. If an applicant is rejected for enrollment or the program is canceled prior to the start of the program a full refund will be made. If an applicant cancels prior to the start of scheduled classes or never attends class (no-show), the institution will issue a full refund of tuition and fees.
- b. Refund amounts must be based on a student's last date of attendance (LDA). When determining the number of weeks completed by the student, the institution may consider a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.
- c. During the first week of classes, tuition charges withheld must not exceed 10 percent (10%) of the stated tuition up to a maximum of \$1,000.
- d. After the first week and through fifty percent (50%) of the period of financial obligation, tuition charges retained must not exceed a pro rata portion of tuition for the training period completed, plus ten percent (10%) of the unearned tuition for the period of training that was not completed, up to a maximum of \$1,000.
- e. After fifty percent (50%) of the period of financial obligation is completed, the institution may retain the full tuition.

State of North Carolina

Charlotte Campus, Raleigh Campuses

The tuition refund to which students are entitled as a result of withdrawal or dismissal is governed by regulations of the State of North Carolina General Statutes and Administrative Code and by the Accrediting Council for Continuing Education and Training. MyComputerCareer will base refunds on whichever policy is most beneficial to the student based upon the current regulations from both entities.

The student has the right to cancel this agreement at any time. If the school rejects the student, all tuition and fees will be refunded. If the institution cancels a program subsequent to a student's enrollment, the institution will refund all tuition and fees paid by the student. A no-show is defined as any cancellation of enrollment prior to the Lab Start Date. A full refund of tuition and fees will be made to all enrolled students determined to be a no-show. Refunds for books, tools, or other supplies will be handled separately from refund of tuition and fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased and the student starts the program, no refund will be made.

Refund computations will be based on scheduled course time of class attendance through the last date of attendance. Leaves of absence, suspensions, and school holidays will not be counted as part of the scheduled class attendance. The effective date of termination for refund purposes will be the last day of attendance. The institution may retain an administrative fee associated with withdrawal or termination not to exceed \$100. When determining the number of weeks completed by the student, the institution

will consider a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week. Up to the 25% mark, a student will receive a 75% refund of the total tuition. After the 25% mark and through fifty percent (50%) of the period of financial obligation, tuition charges retained will not exceed a prorated portion of tuition for the training period completed, plus ten percent (10%) of the unearned tuition for the period of training that was not completed, up to a maximum of \$1,000. After fifty percent (50%) of the period of financial obligation is completed, the school may retain the full tuition.

A request for withdraw can be delivered or sent to the training center in writing, via email or can be verbally conferred to the Lead Instructor or a Director of Education. If an applicant never attends class all refunds will be paid within 45 calendar days from the first scheduled day of class or the date of the withdrawal request, whichever is earlier. For students that attend a class, all refunds due will be paid within 45 calendar days from the documented date of determination. The date of determination is the date the student gives written or verbal notice of withdrawal to the Lead Instructor, a Director of Education or the date the institution terminates the student by applying MyComputerCareer's attendance, conduct or SAP policy.

State of Texas

Arlington, Dallas, Houston and Sugar Land Campuses

The tuition refund, to which students are entitled as a result of withdrawal or dismissal, is governed by regulations of the State of Texas Education Code and ACCET accreditation standards.

MyComputerCareer will base refunds on whichever policy is most beneficial to the student based upon the current regulations from both entities. Currently, the State of Texas Education Code for refunds is consistently more lenient towards the student. The student has the right to cancel this agreement at any time. If the school rejects the student, all tuition and fees will be refunded. If the institution cancels a program subsequent to a student's enrollment, the institution will refund all tuition and fees paid by the student. A no-show is defined as any cancellation of enrollment prior to the Lab Start Date. A full refund of tuition and fees will be made to all enrolled students determined to be a no-show. Refunds for books, tools, or other supplies will be handled separately from refund of tuition and fees for students who start the program and have taken possession of the items. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased and the student starts the program, no refund will be made.

Refunds for books, tools, or other supplies will be handled separately from refund of tuition and fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made.

Tuition Refunds

1. Refund computations will be based on scheduled course time of class attendance through the last date of attendance. LOAs, suspensions, and school holidays will not be counted as part of the scheduled class attendance.
2. The effective date of termination for refund purposes will be the last day of attendance.
3. A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed and a tour of the facilities and inspection of the equipment is made by the prospective student or who cancels within the student's first three scheduled class days
4. If tuition and fees are collected in advance of entrance, and if after expiration of the 72 hour cancellation privilege the student does not enter school, not more than \$100 in nonrefundable administrative fees shall be retained by the school for the entire residence program or synchronous distance education course.

5. If a student withdraws or is otherwise terminated, the school or college may retain not more than \$100 in nonrefundable administrative fees for the entire program.
6. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the program (term for Associates Degree) for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if the student has completed 75 percent or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination.
7. A no-show is defined as any cancelation of enrollment prior to the Lab Start Date.
8. A student who withdraws for a reason unrelated to the student's academic status after the 75 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.
9. A full refund of all tuition and fees is due and refundable in each of the following cases:
 10. An enrollee is not accepted by the school;
 11. If the course of instruction is discontinued by the school and this prevents the student from completing the course;
 12. A no-show; or
 13. If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.

A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges.

Refund Policy For Students Called To Active Military Service.

2. A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:
 - (a) if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
 - (b) a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
 - (c) the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
 - (1) satisfactorily completed at least 90 percent of the required coursework for the program;and

- (2) demonstrated sufficient mastery of the program material to receive credit for completing the program.
3. The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s), within 45 days after the effective date of termination.

A request for withdraw can be delivered or sent to the training center in writing, via email or can be verbally conferred to the Lead Instructor or a Director of Education. If an applicant never attends class all refunds will be paid within 45 calendar days from the first scheduled day of class or the date of the withdrawal request, whichever is earlier. For students that attend a class, all refunds due will be paid within 45 calendar days from the documented date of determination. The date of determination is the date the student gives written or verbal notice of withdrawal to the Lead Instructor, a Director of Education or the date the institution terminates the student by applying MyComputerCareer's attendance, conduct or SAP policy.

State of Indiana

Indianapolis Campus

The tuition refund, to which students are entitled as a result of withdrawal or dismissal, is governed by regulations of the Indiana Administrative Code and the ACCET accreditation standards.

MyComputerCareer will base refunds on whichever policy is most beneficial to the student based upon the current regulations from both entities. The student has the right to cancel this agreement at any time. If the school rejects the student, all tuition and fees will be refunded. If the institution cancels a program subsequent to a student's enrollment, the institution will refund all tuition and fees paid by the student. A full refund will be made to any student who cancels the enrollment contract within 6 calendar days after the enrollment contract is signed. A no-show is defined as any cancellation of enrollment prior to the Lab Start Date. A full refund of tuition and fees will be made to all enrolled students determined to be a no-show. Refunds for books, tools, or other supplies will be handled separately from refund of tuition and fees for students who start the program and have taken possession of the items. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased and the student starts the program, no refund will be made.

The student has the right to cancel this agreement at any time. If the school rejects the student, all tuition and fees will be refunded. If the institution cancels a program subsequent to a student's enrollment, the institution will refund all tuition and fees paid by the student. The student may cancel within six calendar days from the date the enrollment agreement was signed and will receive a full refund of all money paid to the school or its representatives. After six days from the day the agreement was signed, but before the school term starts, the student will receive a full refund of all tuition and fees paid. After the school term has started the refund policy listed below will apply. The last day of verifiable attendance by the student will be considered as the withdrawal date for refund calculations. Upon cancellation all monies due to the student will be refunded within thirty-one days.

- a. A student is entitled to a full refund if one (1) or more of the following criteria are met:
1. The student cancels the enrollment agreement or enrollment application within six (6) business days after signing.
 2. The student does not meet the postsecondary proprietary educational institution's minimum admission requirements.
 3. The student's enrollment was procured as a result of a misrepresentation in the written materials utilized by the postsecondary proprietary educational institution.

4. If the student has not visited the postsecondary educational institution prior to enrollment, and, upon touring the institution or attending the regularly scheduled orientation/classes, the student withdrew from the program within three (3) days.
- b. A student withdrawing from an instructional program, after starting the instructional program at a postsecondary proprietary institution and attending one (1) week or less, is entitled to a refund of ninety percent (90%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).
- c. A student withdrawing from an instructional program, after attending more than one (1) week but equal to or less than twenty-five percent (25%) of the duration of the instructional program, is entitled to a refund of seventy-five percent (75%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).
- d. A student withdrawing from an instructional program, after attending more than twenty-five percent (25%) but equal to or less than fifty percent (50%) of the duration of the instructional program, is entitled to a refund of fifty percent (50%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).
- e. A student withdrawing from an instructional program, after attending more than fifty percent (50%) but equal to or less than sixty percent (60%) of the duration of the instructional program, is entitled to a refund of forty percent (40%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).
- f. A student withdrawing from an institutional program, after attending more than sixty percent (60%) of the duration of the instructional program, is not entitled to a refund.

State of Ohio

Columbus Campus

The tuition refund, to which students are entitled as a result of withdrawal or dismissal, is governed by regulations of the State Board of Career Colleges and Schools (OH Administrative Rule 3332-1-10) and the ACCET accreditation standards. MyComputerCareer will base refunds on whichever policy is most beneficial to the student based upon the current regulations from both entities. The student has the right to cancel this agreement at any time. If the school rejects the student, all tuition and fees will be refunded. If the institution cancels a program subsequent to a student's enrollment, the institution will refund all tuition and fees paid by the student. A full refund will be made to any student who cancels the enrollment contract within 5 calendar days after the enrollment contract is signed. A no-show is defined as any cancellation of enrollment prior to the Lab Start Date. A full refund of tuition and fees will be made to all enrolled students determined to be a no-show. Refunds for books, tools, or other supplies will be handled separately from refund of tuition and fees for students who start the program and have taken possession of the items. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased and the student starts the program, refunds will be made in accordance with OAC 3332-1-10.1. The student has the right to cancel this agreement at any time. If the school rejects the student, all tuition and fees will be refunded. If the institution cancels a program subsequent to a student's enrollment, the institution will refund all tuition and fees paid by the student. The student may cancel within five calendar days from the date the enrollment agreement was signed and will receive a full refund of all money paid to the school or its representatives. After five days from the day the agreement was signed, but before the school term starts, the student will receive a full refund of all tuition and fees

paid. After the school term has started the refund policy listed below will apply. The last day of verifiable attendance by the student will be considered as the withdrawal date for refund calculations. Upon cancellation all monies due to the student will be refunded within thirty days.

- a. A student who starts class and withdraws during the first full calendar week of the academic term shall be obligated for 25 percent of the tuition and refundable fees for that academic term plus the registration fee.
- b. A student who withdraws during the second full calendar week of the academic term shall be obligated for fifty per cent of the tuition and refundable fees for that academic term plus the registration fee.
- c. A student who withdraws during the third full calendar week of the academic term shall be obligated for seventy-five per cent of the tuition and refundable fees for that academic term plus the registration fee.
- d. A student who officially withdraws beginning with the fourth full calendar week of the academic term will not be entitled to a refund of any portion of the tuition or refundable fees.

A request for withdraw can be sent to the training center in writing, via email or can be verbally conferred to the Lead Instructor or a Director of Education. If an applicant never attends class all refunds will be paid within 30 calendar days from the first scheduled day of class or the date of the withdrawal request, whichever is earlier. For students that attend a class, all refunds due will be paid within 30 calendar days from the documented date of determination. The date of determination is the date the student gives written or verbal notice of withdrawal to the Lead Instructor, a Director of Education or the date the institution terminates the student by applying MyComputerCareer's attendance, conduct or SAP policy.

3332-1-10.1 Refunds for books, fees and supplies.

- (a) In the event that a student withdraws or is dismissed from school, all efforts will be made to refund pre-paid amounts for books, fees and supplies except for those items determined to fall within the preview of paragraphs (B)(1) and (B)(2) of this rule.
- (b) Charges for required purchase of books, fees and supplies can be non-refundable if the student has consumed or used the books, fees and/or supplies. Consumption of books, fees and supplies shall be defined as:
 - (1) Items that were special ordered for a particular student and cannot be used by or sold to another student; or,
 - (2) Items that were returned in a condition that prevents them from being used by or sold to new students.
 - (3) Individually documented non-refundable fees for goods or services provided by third party vendors.
- (c) Items or services not delivered to the student cannot be considered consumed except for those items covered by paragraph (B) (1) of this rule.
- (d) A record of the refund determination for books, fees and supplies shall be kept in the student's record.

State of Nevada

Nellis Air Force Base Campus

NRS 394.449 Requirements of policy for refunds by postsecondary educational institutions.

1. Each postsecondary educational institution shall have a policy for refunds which at least provides:
 - (a) That if the institution has substantially failed to furnish the training program agreed upon in the enrollment agreement, the institution shall refund to a student all the money the student has paid.

- (b) That if a student cancels his or her enrollment before the start of the training program, the institution shall refund to the student all the money the student has paid, minus 10 percent of the tuition agreed upon in the enrollment agreement or \$150, whichever is less, and that if the institution is accredited by a regional accrediting agency recognized by the United States Department of Education, the institution may also retain any amount paid as a nonrefundable deposit to secure a position in the program upon acceptance so long as the institution clearly disclosed to the applicant that the deposit was nonrefundable before the deposit was paid.
 - (c) That if a student withdraws or is expelled by the institution after the start of the training program and before the completion of more than 60 percent of the program, the institution shall refund to the student a pro rata amount of the tuition agreed upon in the enrollment agreement, minus 10 percent of the tuition agreed upon in the enrollment agreement or \$150, whichever is less.
 - (d) That if a student withdraws or is expelled by the institution after completion of more than 60 percent of the training program, the institution is not required to refund the student any money and may charge the student the entire cost of the tuition agreed upon in the enrollment agreement.
2. If a refund is owed pursuant to subsection 1, the institution shall pay the refund to the person or entity who paid the tuition within 15 calendar days after the:
- (a) Date of cancellation by a student of his or her enrollment;
 - (b) Date of termination by the institution of the enrollment of a student;
 - (c) Last day of an authorized leave of absence if a student fails to return after the period of authorized absence; or
 - (d) Last day of attendance of a student, whichever is applicable.
3. Books, educational supplies or equipment for individual use are not included in the policy for refund required by subsection 1, and a separate refund must be paid by the institution to the student if those items were not used by the student. Disputes must be resolved by the Administrator for refunds required by this subsection on a case-by-case basis.
4. For the purposes of this section:
- (a) The period of a student's attendance must be measured from the first day of instruction as set forth in the enrollment agreement through the student's last day of actual attendance, regardless of absences.
 - (b) The period of time for a training program is the period set forth in the enrollment agreement.
 - (c) Tuition must be calculated using the tuition and fees set forth in the enrollment agreement and does not include books, educational supplies or equipment that is listed separately from the tuition and fees.
5. As used in this section, "substantially failed to furnish" includes cancelling or changing a training program agreed upon in the enrollment agreement without:
- (a) Offering the student a fair chance to complete the same program or another program with a demonstrated possibility of placement equal to or higher than the possibility of placement of the program in which the student is enrolled within approximately the same period at no additional cost; or
 - (b) Obtaining the written agreement of the student to the specified changes and a statement that the student is not being coerced or forced into accepting the changes, unless the cancellation or change of a program is in response to a change in the requirements to enter an occupation.

How to Request a Cancellation, Withdrawal and Refund. A request for withdrawal can be delivered or sent to MyComputerCareer's training center in writing or via electronic mail or can be verbally conferred to the Local Director or Director Military Operations, in person or telephonically. Per NRS 394.441, the Enrollment Agreement may be cancelled not later than 3 days after signing the agreement.